

Durable Medical Equipment Key Contacts Hours are 8:00 a.m. to 5:00 p.m. (Mountain Time) Monday–Friday		
Topic	Contact	Information Available
Claims (Medicaid)	Claims Processing Unit P.O. Box 8000 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> Send paper claims to this address. Call for answers to claims questions.
Client Eligibility	FaxBack (800) 714-0075 (24 hours) Automated Voice Response System (800) 714-0060 (24 hours) Montana Access to Health Web Portal http://mtaccesstohealth.acs-shc.com/mt/general/home.do Medifax EDI (800) 444-4336, X2072 (24 hours)	<ul style="list-style-type: none"> For details, click the <i>Eligibility</i> link under the <i>Key Contacts</i> list on your web page, or consult your provider manual.
Passport Client Information	Passport to Health P.O. Box 254 Helena, MT 59624-0254 Medicaid/HMK <i>Plus</i> Client Help Line Phone: (800) 362-8312 In and out-of-state	<ul style="list-style-type: none"> Clients who have general Medicaid questions may call the Client Help Line.
Policy Questions	Fran O'Hara Acute Services Bureau 1400 Broadway P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-5296 In- and out-of-state Fax: (406) 444-1861 E-mail: frohara@mt.gov	<ul style="list-style-type: none"> See also <i>Policy Questions</i> in <i>Key Contacts</i>.
Prior Authorization (DME)	Mountain-Pacific Quality Health 3404 Cooney Drive Helena, MT 59602 Phone: (877) 443-4021, X5887 (Toll-free) (406) 457-8857 Helena Fax: (877) 443-2580	<ul style="list-style-type: none"> See also <i>Prior Authorization</i> in <i>Key Contacts</i>.
Provider Enrollment	Provider Enrollment Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In- out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> To enroll as a Montana Medicaid provider.

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Provider Relations	Provider Relations Unit P.O. Box 4936 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> For questions about claims, EDI, eligibility, payments, and denials, or to request billing instructions, call or write. Billing instructions, manuals, forms, and fee schedules are also available on the Provider Information website.
Team Care	Michael Huntly Managed Care Bureau DPHHS P.O. Box 202951 Helena, MT 59620-2951 Phone: (406) 444-9673 In- and out-of-state E-mail: mhuntly@mt.gov	<ul style="list-style-type: none"> For more information on the Team Care program, consult the <i>General Information for Providers</i> manual, <i>Passport</i> and <i>Prior Authorization</i> chapters.
Third Party Liability	Third Party Liability Unit P.O. Box 5838 Helena, MT 59604 Phone: (800) 624-3958 In- and out-of-state (406) 442-1837 Helena	<ul style="list-style-type: none"> For answers to questions about private insurance, Medicare or other third party liability.